CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN COMPUTER SCIENCE

COSC 0171: IT TECHNICAL SUPPORT AND CUSTOMER CARE

STREAMS: DIP (COMP SCI) Y1S2   **TIME: 2 HOURS**

DAY/DATE: WEDNESDAY 5/12/2018   **8.30 A.M - 10.30 A.M.**

INSTRUCTIONS:
- **Answer Question ONE (COMPULSORY)and any other TWO Questions**

QUESTION ONE
(a) Define the following terms as used in communication with technical and non technical support staff;
    (i) Communication   [2 Marks]
    (ii) Listening   [2 Marks]
    (iii)Decoding   [2 Marks]
    (iv)Feedback   [2 Marks]
    (v) Interpersonal communication   [2 Marks]

(b) Briefly discuss four barriers to effective communication.   [8 Marks]

(c) Discuss any four points to consider when organizing for a meeting.   [8 Marks]

(d) What is the difference between vertical and horizontal communication?   [4 Marks]

QUESTION TWO
(a) Define the term conflict.   [2 Marks]

(b) Discuss any four consequences of conflicts between technical support members in a company.   [8 Marks]

(c) Briefly explain five advantages of working in groups in an organization.   [10 Marks]

QUESTION THREE

(a) In your own words, what is visual communication? [2 Marks]

(b) Discuss six visual communication methods you can use to communicate to your customers.
[18 Marks]

QUESTION FOUR

(a) Discuss ways in which you can establish a good personal rapport with a new customer.
[10 Marks]

(b) Explain the methods you can employ when listening to a boring customer. [10 Marks]

QUESTION FIVE

How can you use the internet to communicate with your customer? [20 Marks]
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